

**Income Maintenance Advisory Committee
Department of Health and Family Services
Division of Health Care Financing
January 20, 2005
*Minutes***

County Attendees: **Jackie Bennett**, Racine Co.; **Lynn Brenner**, Calumet Co.; **Shiela Drays**, Dodge Co; **Liz Green**, Dane Co.; **Jane Huebsch**, Marathon Co.; **Ed Kamin**, Kenosha Co.; **Shirley Kitchen**, Dodge Co.; **Chris Machamer**, Waupaca Co.; **Michael Poma**, Milwaukee Co.; **John Rathman**, Outagamie Co.; **Felice Riley**, Milwaukee Co.; **Amy Roland**, Outagamie Co.; **Shirley Ross**, LaCrosse Co.; **Sue Schmitz**, Waukesha Co.

State Attendees: **Mary Claridge**, DHFS/DMT; **Sara Edmonds**, DHFS/BEM; **Brian Fangmeier**, DHFS/BEM; **Theresa Fosbinder**, DHFS/BEM; **John Haine**, DHFS/BEM; **Jim Hennon**, DHFS/BEM; **Essie Herron**, DHFS/BEM; **Vicki Jessup**, DHFS/BEM; **Jim Jones**, DHFS/BEM; **Cheryl McIlquham**, DHFS/BEM; **Scott Riedasch**, DHFS/BEM; **Marilyn Rudd**, DHFS/BEM; **Joanne Simpson**, DHFS/BEM; **Edie Sprehn**, DWD; **Rick Zynda**, DHFS/BEM

Administrative Items

- ❑ November minutes were approved.
- ❑ IMAC has decided that the Fraud and Program Integrity Ad-hoc sub-committee will no longer be a separate subcommittee, and will no longer meet. Any outstanding issues have been referred to other IMAC sub-committees. IMAC members thanked the committee members for participating and helping this committee to complete its goals.

❑ **FS MER**

Civil Rights compliance has asked that DHFS expand the Civil Rights area of the MER to gather more information about the services provided to limited English speaking recipients. Also, this year Fraud activities will be added to the MER to get a better idea of what is currently being done, and how that can be improved. Safeguarding, however, will not be added, due to the fact that DHFS central offices will be coordinating this activity.

Counties asked if the State will be providing Civil Rights training to accommodate the change. State offices will provide what training is needed by agency. Contact for training needs at DWD is Bill Franks, and at DHFS is Regina Cowell.

❑ FoodShare Payment Accuracy Rate

- Based on unregressed data collected for 2004, the state error rate is currently at 6.6%. Extensive work by both county and state agencies has reduced the error rate by almost 50%, despite the increase in case and workloads across the state. See handout below.
- Some of the ideas being utilized that helped the decrease include:
 - ✓ Change Centers
 - ✓ Reduced Reporting
 - ✓ Drawing attention to priority issues
 - ✓ Policy Changes
 - ✓ 1 on 1 training with PAC staff
- Counties are concerned that it may become necessary to learn new formats with the addition of MA 2nd Party reviews, and request that they stay similar to FS reviews to avoid this.

❑ Cheryl distributed a copy of the new Bureau of Eligibility Management org chart.

❑ The Program Connections Subcommittee has asked that the April IMAC meeting be moved from April 21 to April 14. This would keep with their schedule of meeting the Friday after IMAC, this will be discussed again at the February IMAC meeting.

Administrators Memos

DHFS provided information about several forthcoming Administrators Memos.

Fraud and Program Integrity Allocations-

Program Integrity dollars will remain the same as last year, but Fraud Activity dollars will be reduced by about 43% across the state. Due to the decrease in Fraud funds counties will be given another chance to enroll with the state contractor, Interstate Reporting, for Fraud services. The Fraud plan will be attached to this Admin memo and will be due to DHFS about 2 months later.

This Admin memo will be sent to WCHSA for review before going out to the counties.

IT Requests for Purchases-

DHFS is currently reviewing the state and federal policies on IT purchases and requirements, and will distribute an Administrators Memo on this issue in the near future.

Funeral and Cemetery-

This Admin memo will address some policy changes that include:

- A standardized change form for reimbursement, which can be received from providers only
- Clarification of Funeral vs. Cemetery expenses, and reiteration of those policies
- DHFS turnaround time limit on Special Circumstances
- Estate verification will be studied, via random samples, with the new claim form and revisited next year. This will give DHFS an idea of how this is working and if there needs to be policy changes made in this area.
- Cash Advances must be verified with receipts from outside vendors, and come from the Funeral Directors

The new manual updates will be available on the DHFS website February 1, 2005.

IT Requirements-

Some of the items to be included in this Admin memo include:

- Email addresses for workers
- Monitors to support the new CWW resolution
- Access and use of the websites and URLs that DHFS specifies
- Access and use of Explorer 5.5 and above
- Access and use of Adobe Reader 5.5 and above
- Secure and locking workstations
- Hardware and Software purchases

CARES Worker Web-

Some of the items to be included in this Admin memo include:

- Project 1 description
- Pilots
- Rollout steps
- Training
- Kick off event
- Projects after Project 1

Subcommittee Assignments

See handout below.

Medicare Part D

See attached handout.

IMAC Payment Accuracy Status

January 20, 2005

Payment Error Rate

State error rate – 6.6%

Milwaukee error rate – 9.1%

Balance of State error rate through August – 4.5%

Current Error Reduction Activities

2nd Party Review process implemented in Milwaukee in September

2nd Party Review process implemented in Balance of State in October

Find and Fix follow-up training implemented in Milwaukee in February and statewide in spring

Three remaining PACs assigned to Milwaukee

Regional Forums

QA Case Error Discussions with Staff

Draft
IMAC Subcommittees – Assignments
January 2005

SUBCOMMITTEE AND CO-CHAIRS	ASSIGNMENTS	2005 SCHEDULE FOR REPORTS TO IMAC
Information Technology Debbie Bigler & Jim Jones	CARES Worker Web, Project 1 CARES Worker Web, Project 1.5 ACCESS, 3.1 (Query), 3.2 (Reporting) & 3.3 (Application) Automated Case Directory & Reports Prioritizing the County CARES Issues List Electronic Case File (Pilots and Statewide Implementation) Change Center (track progress) IT Strategic Planning EBT Internet Options for state/local staff & customers Grace Month and Pre-Printed Review Form Continuous Improvement of the EVF	February May August
Program and Policy Coordination Tim Gessler Mike McKenzie & Scott Riedasch	2005-07 state budget Medicare Part D Medicaid verification policy changes Elimination of the Medicaid "Grace Month" policy Program Participation Grant SSI Combined Application Project Fraud Program Issues	March June September
Quality Assurance John Haine & Jackie Bennett	Performance standards/penalties & bonuses Benefit recovery ME review process/QA plans required of local agencies FS client error Pros/cons of distinguishing APE from other agency errors and workload Change center evaluation in terms of its impact upon error rates Medicaid and Food Stamp Negative Action Error Rates – QA data, areas for corrective action	April July October

SUBCOMMITTEE AND CO-CHAIRS	ASSIGNMENTS	2005 SCHEDULE FOR REPORTS TO IMAC
<p>Training and Technical Assistance</p> <p>Russel Yancey, Jenny Hoffman, & Theresa Fosbinder</p>	<p>Continued input into training plans, priorities and delivery methods</p> <p>Identification of training topics to be considered on IM training workplan</p> <p>Continued exploration of creating buy in and understanding of distance learning in various agency models</p> <p>Development of PTS Learning Center (Pathlore) standard and ad hoc reports and reporting processes</p> <p>Continued exploration of use of assessments in training programs, including new worker training</p> <p>Input into training evaluation processes</p> <p>Continued recommendations about mandatory training</p>	<p>February</p> <p>May</p> <p>August</p>
<p>Program Connections</p> <p>John Rathman, Edie Sprehn, & Amy Mendel-Clemens</p>	<p>Better coordination between W-2, Child Support and Childrens First</p> <p>Further discussions and coordination with the Energy Program (DOA)</p> <p>DHFS Funding model for IM programs presented to DWD to see if similar work could be done with DWD for Child Care and W-2</p> <p>Coordination and discussion of fraud and FEV activities between DWD and DHFS programs</p>	<p>April</p> <p>July</p> <p>October</p>
<p>Workload and Financing</p> <p>Ed Kamin & Cheryl McIlquham</p>	<p>Fraud Investigation and FEV allocations, including improving collections</p> <p>QA - contract language including performance measures and bonuses</p> <p>Governor's budget</p> <p>BadgerCare EVF process</p> <p>Continue to update workload formula</p> <p>RMS - shifting from W-2 to IM as a result of caseload shifts</p>	<p>March</p> <p>June</p> <p>September</p>